



## Independent financial information and support for tenants

TPAS can offer support for tenants and residents facing financial problems in the communities that you serve. Experienced and qualified financial inclusion staff can provide your tenants with expert information and support to address personal financial problems and concerns. This service can help people prioritise their debts, and support the arrears recovery arrangements put in place by housing organisations.

**Local Money Advice Surgeries** will give your tenants access to the following help and advice:

- Managing rent arrears
- Dealing with debt
- Household budgeting
- Responsible saving and borrowing
- Facing up to financial problems

**Appointments or Drop In**  
**Individual Support Sessions**  
**Staff Training on Financial Inclusion**

### Referrals & Signposting

Our advisors will also make referrals and point people in the right direction where appropriate. Many people can also benefit from knowing about local support agencies and Credit Unions.

### The benefits for housing organisations:

- Arrears arrangements maintained
- Supports arrears reduction
- Quick access to financial advice
- Tenancies sustained
- Save staff time
- No need to employ new staff

**Service available from May 2011 onwards**

**Book your preferred day now**

Financial Support for Tenants is offered to Housing Associations and Councils on a one day per week basis from May 2011. Discounts are available for member organisations. Contact TPAS for further details and costs, or to arrange financial inclusion training for your staff.

### Contact:

Jamie Ballantine or Elaine Scoular  
on 0141 552 3633, or email us at  
[enquiries@tpasscotland.org.uk](mailto:enquiries@tpasscotland.org.uk) for  
further details.

### TPAS Supports:

- **Tenant Empowerment**
- **Progressive Landlords**
- **Access to information**
- **Sustainable Communities**